

# **CURRICULUM VITAE**

**Name :** NAVEEN JAYA SHETTY

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**Country:** Dubai, United Arab Emirates

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## **Career Objective:**

Seeking a challenging and responsible job assignment to explore my skills, proficiency and experience which can be utilized to contribute and enhance accuracy and profitability of a growth oriented organization

## **PROFILE:**

To become a part of the organization where I can apply my Knowledge enhances my skill and be able to contribute growth and success of the organization. Seven years of experience in field of Front Office Management/ Admin/ Data Entry and Inventory Technician. Now working as a Customer support agent in REGENT PALACE HOTEL DUBAI. Now looking for a suitable position with a company which offers genuine room for Progression and where I can make a significant contribution

## **EDUCATIONAL QUALIFICATION:**

- \* Bachelor of Arts in Sociology, Mangalore University, India.
- \* Higher secondary exam from Govt.p.u.college Hiriadka, Udupi, Karnataka, India
- \* S.S.L.C exam from Sri Vishnumurthy High School Kodibettu, Udupi, Karnataka, India.

## **EMPLOYMENT HISTORY:**

- \* Currently working as a Customer support agent in Regent palace hotel 4 star working under IDS system.
- \* Inventory Technician for Aecom Acfirst, Afghanistan.

- \* Over One year of experience as Admin Assistant for MAXIMO under sub contract for Kellogg Brown & Root (KBR), Iraq.
- \* Worked as Ware House Data Entry Specialist for MAXIMO under sub contract for Kellogg Brown & Root (KBR), Iraq.
- \* Worked as sales executive in "Radhe Krishna Bottling company in Udupi

## **Career Synopsis and Professional Experience:**

**From March 2015 to till date: REGENT PALACE HOTEL DUBAI, Dubai.**

**Designation: CUSTOMER SUPPORT AGENT**

### **Major Responsibilities and Duties:**

- \* Handle guest check in and checkouts professionally and in a welcoming and specialized manner.
- \* Welcome and register guests and offer them services and room rates.
- \* Issue room key and forward instructions to Bell Person.
- \* Keep records of room availability and guest's accounts.
- \* Assisted guests with common services and answered any general questions.
- \* Ensured the desk was always attended

**From April 2012 to May 2014: Ac First/ Aecom, Jalagabad, Afghanistan.**

**Designation: INVENTORY TECHNICIAN**

### **Major Responsibilities and Duties:**

- \* Monitors and maintains current inventory levels; processes purchasing orders as required; tracks orders and investigates problems.
- \* Records purchases, maintains database, performs physical count of inventory, and reconciles actual stock count to computer-generated reports.
- \* Receives, unpacks, and delivers goods; re-stocks items as necessary; labels shelves.
- \* Processes and/or approves invoices for payment.
- \* Processes and documents returns as required following established procedures.
- \* Performs routine clerical duties, including data entry, answering telephones, and assisting customers.
- \* May serve as cashier and handle cash and cash-related payments.

- \* Performs miscellaneous job-related duties as assigned

**From April 2011 to March 2012: MAXIMO under KBR, Baghdad,**

**Iraq Designation: ADMIN ASSISTANT**

**Major Responsibilities and Duties:**

- \* Answer and direct phone calls
- \* Organize and schedule appointments
- \* Plan meetings and take detailed minutes
- \* Write and distribute email, correspondence memos, letters, faxes and forms
- \* Assist in the preparation of regularly scheduled reports
- \* Update and maintain office policies and procedures
- \* Provide general support to visitors
- \* Liaise with executive and senior administrative assistants to handle requests and queries from senior managers

**Achievements:**

Employee of the month- 2 times

Quality award (provided for exceptional performance)- 1 time

**From March 2010 to March 2011 RK BOTTLING Company in Udupi**

**Designation: sales executive**

- \* Selling products and services using solid arguments to prospective customers
- \* Performing cost-benefit analyses of existing and potential customers
- \* Maintaining positive business relationships to ensure future sales
- \* Achieve agreed upon sales targets and outcomes within schedule
- \* Coordinate sales effort with team members and other departments
- \* Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- \* Continuously improve through feedback
- \* Directly console the Director of Sales for the Sales productivity and reports.

- \* Involved in planning and brain storming for expanding the product strategies

### **Computer Skills:**

- \* Outlook, MS Office, Internet Applications, Excel.

### **Personal Information:**

- \* Date of Birth :31-05-1988
- \* Gender :Male
- \* Nationality : Indian
- \* Marital Status : Married
- \* Passport : S9773586
- \* Languages Known :English, Hindi, Kannada,Tulu
- \* Notice Period :1 month
- \* Visa Status : Employment.

### **Interest & Hobbies:**

Listening Music, Playing Games, Traveling,

### **DECLARATION:**

I hereby declare that the above given information are correct to my best of knowledge.

**NAVEEN JAYA SHETTY**

